# Making Utah a 'Digital State' – Briefing Paper

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## Vision Statement

*By the 2002 Winter Olympic Games, we want to showcase Utah as the first truly 'Digital State' by meeting the following broad goals:*

1. **'Webtone'-- high-speed Internet access-- available to every home and business throughout the state.** Promote the availability of affordable, "always on", high-speed, high-capacity data services and Internet access, and the digital infrastructure to support it, throughout the State. The technology to deliver this kind of high-speed, high-bandwidth Internet access could include xDSL (Digital Subscriber Line technology), cable modems, and wireless data services.

2. **Education: 'A college in every kitchen'--** the equivalent of a community college education in distance learning courses and services accessible on-line to every home and student. 'Home school' has an entirely new connotation in the 21st Century– we can bring more of the home into the school as parents can check on student's progress and consult with teachers via e-mail and video-conferencing, and we can bring more of the school into the home, with access to online course work, multimedia learning experiences, and supplementary materials on the Internet.

3. **Economic Development: a 'Digital Main Street' for every city and community–** wired and ready to help businesses and citizens participate in the new digital economy. Each city would have in place a 'Chamber of Electronic Commerce', providing businesses with access to the information, technology, resources and training they need to do secure online banking and online commercial transactions. This 'Digital Main Street' could also include a virtual city hall, online directories of local businesses, goods, and services, and the necessary infrastructure to allow non-profit organizations and local businesses to participate in the digital economy.

4. **Government Services: An 'online smorgasbord' of state and local government services--** delivered electronically and universally accessible to constituents through a variety of channels: telephone, Internet, libraries, public kiosks or service bureaus, etc. Government services such as filing, licensing, permitting, registration, and payment processes will be available 24 hours a day-- providing greater access to government, reducing the cost of government, and improving the quality and availability of service. Webtone will also enable the delivery of government, medical, and educational services to remote areas electronically.

**Making Utah a Digital State -- Key Points**

*What is webtone?*

High-speed, high-bandwidth access to the Internet and online services, delivered via xDSL, cable modem, and wireless data technology.

## 1.      Access - 'webtone' in every home, school, and business

▸        Create a digital telecommunications infrastructure that would allow <u>every</u> home, school, and business in Utah the option of accessing affordable, high-speed, high-bandwidth data services.

▸        Provide a foundation of Internet access options in libraries, schools, government service centers, etc., for those individuals who cannot access the Internet from home or work.

*Why is it important?*

▸        10 to 100 times faster access to the Internet and Internet-based commerce and services -- help to eliminate the 'World Wide Wait'.

▸        Solving the 'last mile' problem is a key to being able to provide high-end services and content to citizens and businesses– opening up significant new opportunities for connectivity, telecommuting, telemedicine, distance learning, electronic commerce, etc.

▸        Rich, multimedia information and fully interactive services need high-speed, high-bandwidth data pipes.

▸        Providing this kind of connectivity into every home, school, and business will encourage the type of digital networks and infrastructure needed to ensure economic prosperity in the future.

▸        We want this type of access to the information highways of the 21$^{st}$ century to extend into less urban areas of our state, not just the Wasatch Front.  It will be key to their economic survival in the new millenium.

▸        Creating this type of digital infrastructure will help alleviate other growth-induced problems– as transactions are able to conducted readily and securely online, as people are able to work from home, as students can access more educational opportunities online-- it reduces the need for people to get in a car and drive somewhere to conduct those same transactions, thereby reducing traffic congestion, air pollution, and the costs associated with building other infrastructures in our communities.  In short, let's lay down more fiber optics and less asphalt.

*How can we help accomplish the goal?*

▸        Encourage and incent telecommunications companies to deploy high-bandwidth, high-speed data services and networks.  This is not something the state can build– it has to be built by the private-sector.

▸        Work with telecommunications providers and Internet service providers to accelerate the availability of high-speed Internet technologies like xDSL, cable-modems, and wireless data services in Utah.

▸        Help foster cooperation and partnership opportunities between government, industry, and telecommunications providers to accelerate build-out of digital infrastructure and ensure that

these networks reach into more remote and rural areas of our state.

## 2.  Education - complete college level education available online

▸  Have available online content, curriculum and services needed for a complete college level education, including complete degree programs.

▸  Bring more of the home into the school, and more of the school into the home.  Ensure availability of online services– such as registration, progress reporting, video-conferencing, etc.-- that promote increased connectivity and interaction between teachers, students, and parents.

▸  Enhance the digital network infrastructure needed to deliver integrated voice, video, and data into our schools and homes.  This kind of rich, multimedia delivery of information is critical to providing effective online instruction.

*Why is it important?*

▸  Technology can play a key role in increasing the quality of education without dramatically increasing the cost of education.

▸  There is nothing that Internet-based technologies are better at than fostering the sharing and communication of information– certainly a major component of education.

▸  Distance learning technologies will extend world-class educational opportunities to people that might otherwise struggle to obtain them– such as in remote rural areas or when they are unable because of work or schedules to participate in more traditional education opportunities.

*How can help accomplish the goal?*

▸  Continue providing leadership and resources to important distance learning initiatives, such as Western Governor's University, the Utah Electronic Community College, and the Utah Electronic High School.

▸  Through the Utah Education Network and other efforts, coordinate the development on online content and curriculum by state educational institutions, and facilitate the shared use of these resources.

▸  Provide ongoing funding needed to deliver rich multimedia online content to homes and schools, including support for integrating the voice, video, and data needed to provide fully interactive educational content over the Internet.

▸  Provide needed funds to convert public television broadcast networks to digital television, as required by the Federal Communications Commission.

## 3.  Economic Development - create a 'Digital Main Street' in every community

▸  Establish a 'Chamber of Electronic Commerce' in every community-- provide the necessary resources, training, and services to allow our businesses and industries to effectively compete in the 'digital economy'.

▸  Ensure easy access by citizens and businesses to secure online financial transactions and opportunities to buy and sell goods and services over the Web.

*Why is it important?*

▸ Ability to compete in the digital economy will be a key to economic success for our businesses, our industries, and our state in the 21$^{st}$ century.

▸ World will be reaching in to our consumers– we need to make sure we are making the world our marketplace as well. High-speed Internet access will allow you to buy Scottish hand-made rugs from your recliner, and allow someone in Scotland to buy Utah sandstone rock art or Cache Valley cheese while relaxing on their hand-made rug.

▸ 'It's the E-conomy...' – biggest impact of revolutionary new digital technologies and connectivity will be on our markets. It is critical that businesses in our state be able to participate in those new and changing markets.

*How can we accomplish the goal?*

▸ Local and state government organizations can play a role in sharing information, providing training, aggregating demand, identifying opportunities, and securing educational resources.

▸ Ensure state and community economic development resources are adequately focused on this issue.

▸ Promote the development of community efforts and private/public partnerships to host online directories of businesses, goods, services, and resources in the community.

## 4. Government Services-- offer a full menu of electronically delivered services and information from state and local government organizations

▸ Make available secure electronic transactions with state government-- online filing, applications, renewals, licensing, permits, registrations, and searches for information.

▸ Ensure government is interacting with its suppliers electronically to reduce cost of transactions and improve efficiencies.

▸ Eliminate the paper-- conduct both internal and external government processes online and reduce the paperwork and paper-based transactions in government processes.

*Why is it important?*

▸ Increase efficiency of government operations

▸ Increase level of customer service from government– allow access to online services 24 hours a day, every day of the year.

▸ Reduce cost and effort required for citizens and businesses to interact with state and local governments.

*How can we accomplish the goal?*

▸ Require online delivery of key government services by 2002.

▸ Harness private sector experience, innovation, and resources in applying electronic commerce technologies to government transactions.

- ▸ Focus additional effort and resources on making the state's web site a customer-oriented portal to government services and information.

- ▸ Move state procurement and purchasing systems to electronic transactions.

- ▸ Develop secure state intranet to enable moving internal processes online.